

Consumer Services

Business Plan Report

Economic Development

Health & Human Services

Neighborhood & UA Muni Services

Enabling Strategies

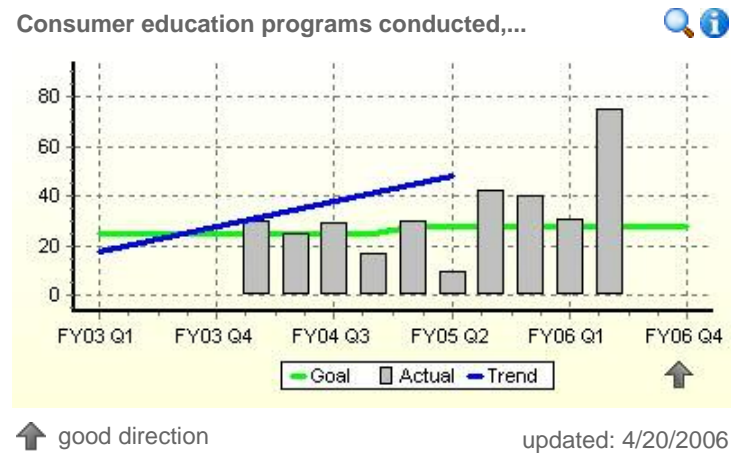
Customer

Objective Name	Owner(s)
ED 2.3 Consumer education and outreach programs - CSD	Mario Goderich

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives	Parent Objectives
		Lead the coordination of economic development activities throughout Miami-Dade County	(ED2.3) Better informed clients served by various assistance programs

Measures	Owner(s)
Consumer education programs conducted, community events attended, newsletters issued, media contacts, and press releases issued	Mario Goderich Cathy Peel

Performance Graph



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure	ACTUAL	GOAL	DATE
Consumer education programs conducted, community events attended, newsletters issued, media contacts, and press releases issued-monthly	40	n/a	Apr 2006

Money management attendees reporting improved skills	Mario Goderich
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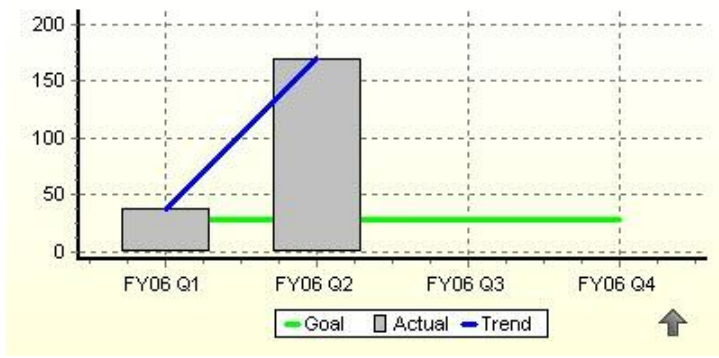
Performance Graph



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure	ACTUAL	GOAL	DATE
❑ Money Management attendees reporting improved skills - monthly	0	10	Apr 2006
▲ Customer satisfaction of money management workshop	4.60	4.00	FY06 Q2

attendees



↑ good direction

updated: 4/17/2006

**Initiatives Linked To Objective**

**Owner(s)**

**GrandParent Objectives**

Parent Objectives

**Measures**

Clients reporting improved skills (production/crop protection techniques and ag. business practices)

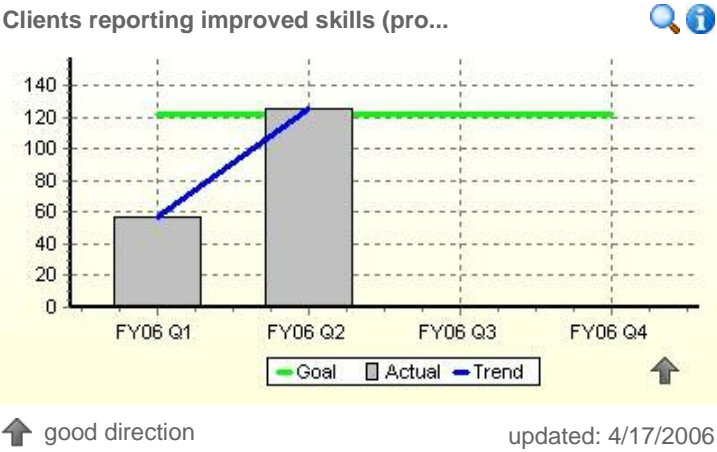
**Owner(s)**


Mario Goderich

Performance Graph

**Initiatives Linked To Measure**

**Owner(s)**



Child Measures Linked To Measure	ACTUAL	GOAL	DATE
Clients reporting improved skills (production/crop protection techniques and ag. business practices)- monthly	23	n/a	Apr 2006
 Customer satisfaction of production/crop protection techniques and ag. business practices workshop attendees	4.70	4.00	FY06 Q2

**Objective Name**

ED 4.2 Customer-friendly environment for regulated businesses - CSD

**Owner(s)**

Mario Goderich David Leahy

**Initiatives Linked To Objective****Owner(s)****GrandParent Objectives**

Create a more business-friendly environment in Miami-Dade County

**Parent Objectives**

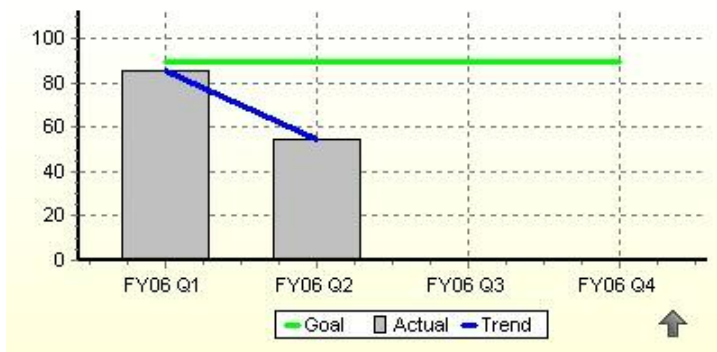
(ED4.2) Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County (priority outcome)

**Measures**

Renewal licenses issued within 14 calander days (Consumer Protection Division)

**Owner(s)**

Mario Goderich

**Performance Graph****Renewal licenses issued within 14 cala...**

↑ good direction

updated: 4/17/2006

Average waiting time at the for-hire vehicle inspection station

Mario Goderich

**Performance Graph****Average waiting time at the for-hire v...**

↓ good direction

updated: 4/17/2006

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

	ACTUAL	GOAL	DATE
Renewal licenses issued within 14 calander days (Consumer Protection Division- monthly)	70 %	n/a	Apr 2006
▲ Customer satisfaction of businesses and individuals that apply for licenses in person (Consumer Protection Division)	4.90	4.00	FY06 Q2
▲ Customer satisfaction of businesses and individuals that apply for licenses by mail (Consumer Protection Division)	5.00	4.00	FY06 Q2

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

	ACTUAL	GOAL	DATE
Average waiting time at the for-hire vehicle inspection station-monthly	18	n/a	Apr 2006
Customer satisfaction of individuals using the for-hire inspection station	n/a	n/a	FY06 Q2

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Parent Objectives

Measures

4H leadership and life skills program participants improving skills

Owner(s)

Mario Goderich

Performance Graph

Initiatives Linked To Measure

Owner(s)

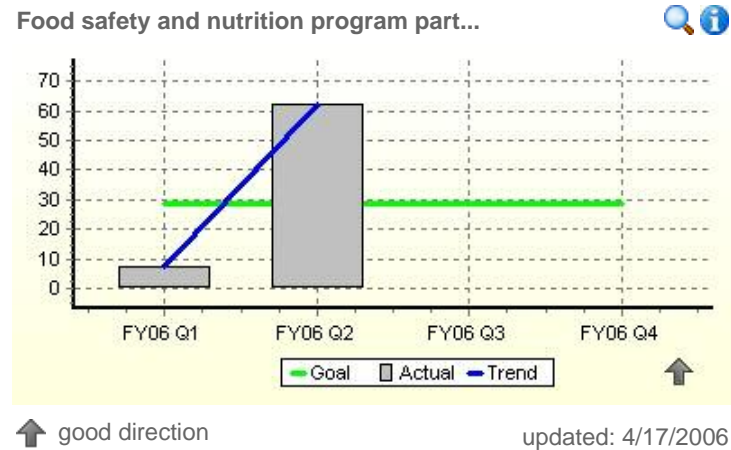


Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
4H leadership and life skills program participants improving skills-monthly	334	n/a	Apr 2006
Customer satisfaction of 4H leadership and life skills educational program attendees	4.80	4.00	FY06 Q2

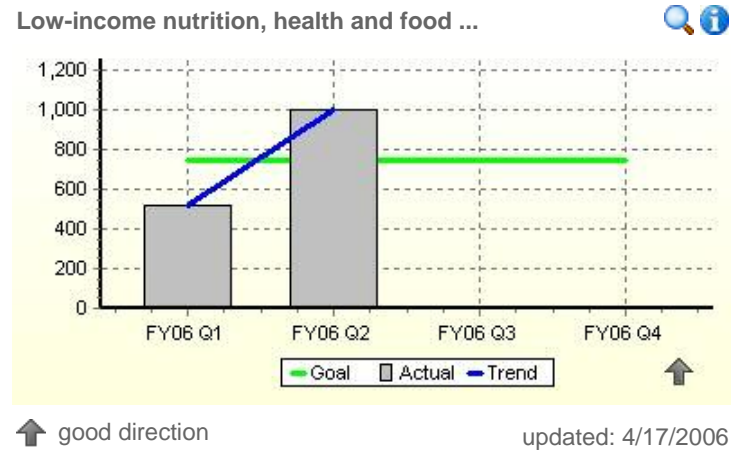
Parent Objectives

Performance Graph



	ACTUAL	GOAL	DATE
Food safety and nutrition program participants improving skills-monthly	0	n/a	Apr 2006
Customer satisfaction of food safety and nutrition program attendees	4.50	4.00	FY06 Q2

Performance Graph



	ACTUAL	GOAL	DATE
Low-income nutrition, health and food purchasing program participants improving skills-monthly	510	250	Apr 2006
Customer satisfaction of nutrition, health and food purchasing program attendees	4.50	4.00	FY06 Q2

**Objective Name**

HH 4.2 Wheelchair accessible taxicab program - CSD

**Owner(s)**

Mario Goderich Joe Mora

**Initiatives Linked To Objective**

**Owner(s)**

**GrandParent Objectives**

**Parent Objectives**

**Measures**

Wheelchair accessible taxicab licenses issued

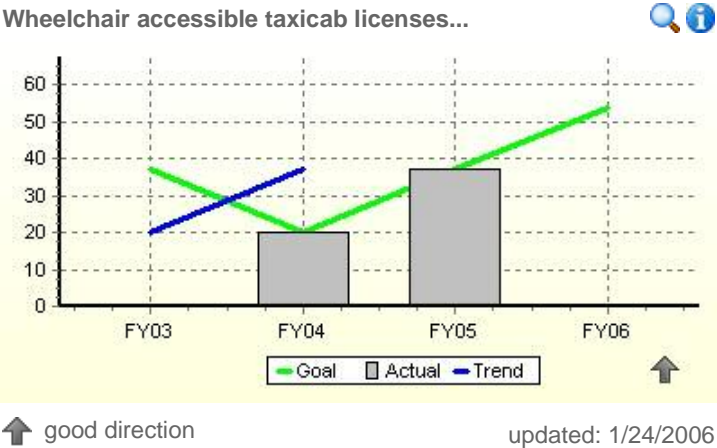
**Owner(s)**

Mario Goderich Joe Mora

**Performance Graph**

**Initiatives Linked To Measure**

**Owner(s)**



**Child Measures Linked To Measure**

ACTUAL	GOAL	DATE
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Objective Name	Owner(s)
NU 2.2 Website access to information and services - CSD	Mario Goderich Patrick Smilke

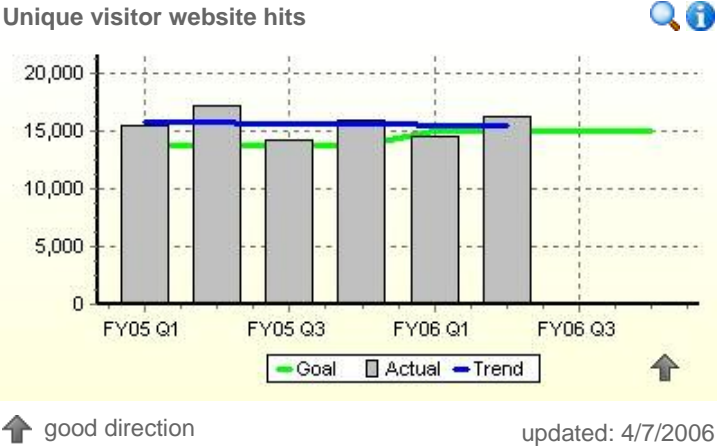
Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Parent Objectives

Measures	Owner(s)
Unique visitor website hits	Mario Goderich Patrick Smilke

Performance Graph

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
<div> <div></div> <div>Unique visitor website hits-monthly</div> </div>	5,699	5,000	Apr 2006



Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Measures

Average days to close a consumer complaint

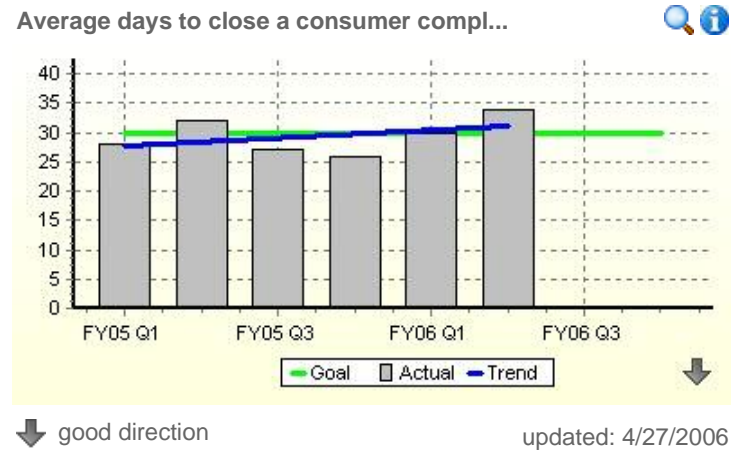
Owner(s)

Mario Goderich

Performance Graph

Initiatives Linked To Measure

Owner(s)



Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Average days to close a consumer complaint-monthly	37	n/a	Apr 2006

Consumer complaints received per quarter

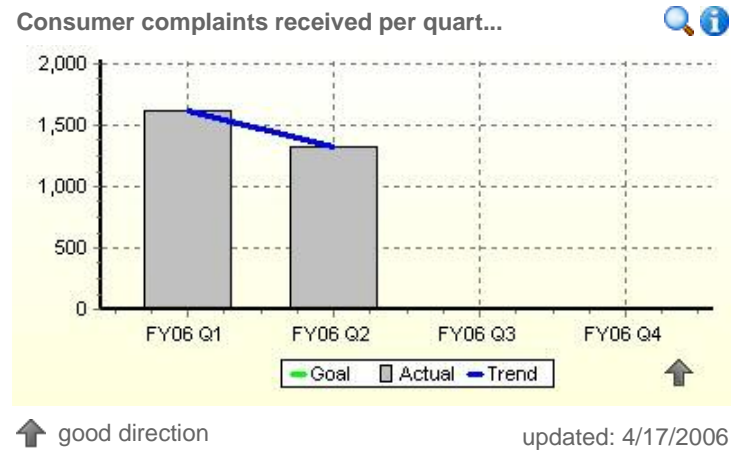
Owner(s)

Mario Goderich

Performance Graph

Initiatives Linked To Measure

Owner(s)



Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Consumer complaints received per month	325	n/a	Apr 2006

Consumer refunds recovered

Owner(s)

Mario Goderich

Performance Graph

Initiatives Linked To Measure

Owner(s)

Consumer refunds recovered

	ACTUAL	GOAL	DATE
Consumer refunds recovered-monthly	43,298	n/a	Apr 2006
Customer satisfaction of	4.40	4.00	FY06 Q2



individuals that file a complaint with the mediation center

↑ good direction

updated: 4/17/2006

Mediation center calls answered within 30 seconds

Mario Goderich

## Performance Graph

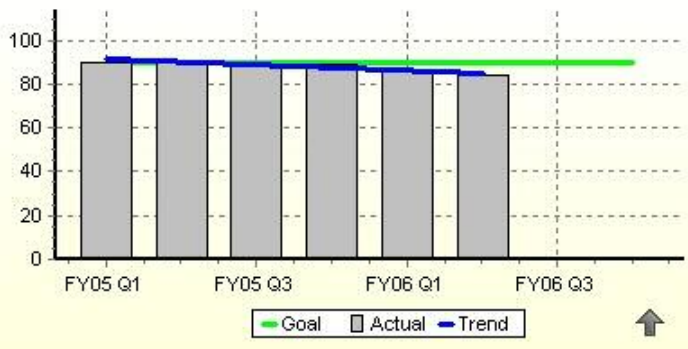
## Initiatives Linked To Measure

## Owner(s)

### Mediation center calls answered within...



## Child Measures Linked To Measure



	ACTUAL	GOAL	DATE
Mediation center calls answered within 30 seconds-monthly	90	n/a	Apr 2006

↑ good direction

updated: 4/17/2006

**Initiatives Linked To Objective**

**Owner(s)**

**GrandParent Objectives**

Parent Objectives

**Measures**

Pesticide safety educational program participants increasing skills

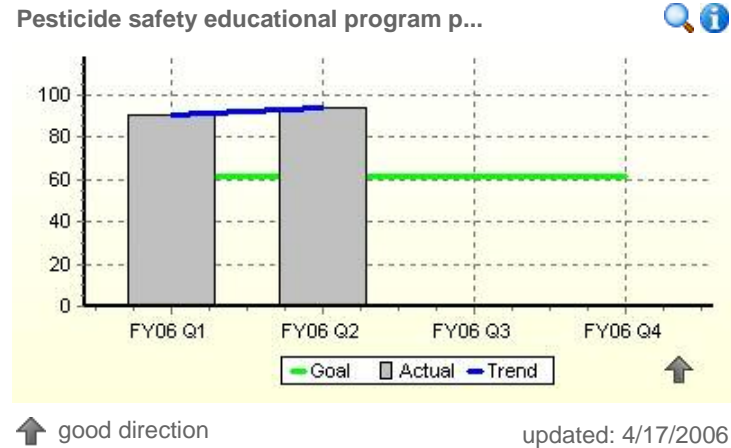
**Owner(s)**

Mario Goderich

**Performance Graph**

**Initiatives Linked To Measure**

**Owner(s)**



	ACTUAL	GOAL	DATE
☑ Pesticide safety educational program participants increasing skills-monthly	15.00	20.41	Apr 2006

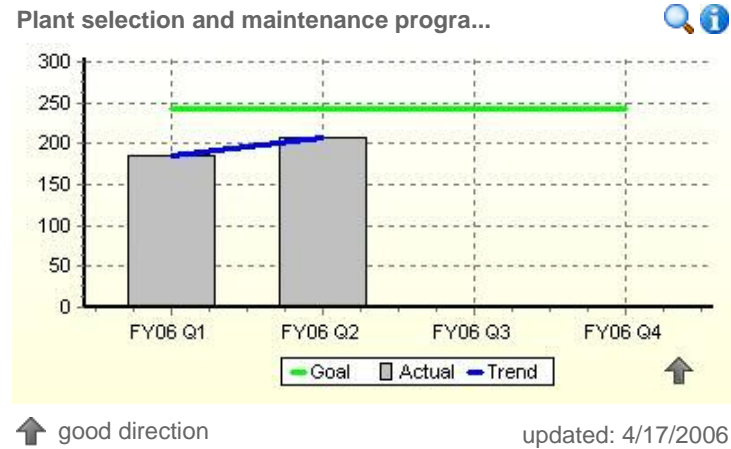
Plant selection and maintenance program participants improving skills

Mario Goderich

**Performance Graph**

**Initiatives Linked To Measure**

**Owner(s)**



	ACTUAL	GOAL	DATE
Residential plant selection and maintenance program participants improving skills-monthly	144.00	n/a	Apr 2006
▲ Customer satisfaction of resource management educational program attendees	4.70	4.00	FY06 Q2

Resident and marine industry resource management educational program participants improving skills

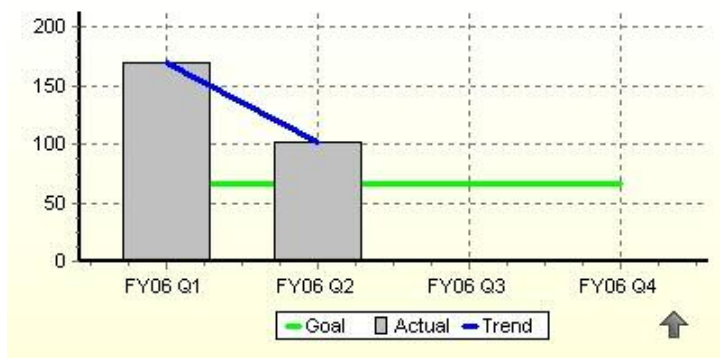
Mario Goderich

**Performance Graph**

**Initiatives Linked To Measure**

**Owner(s)**

	ACTUAL	GOAL	DATE
Resident and marine industry resource management educational program	21	n/a	Apr 2006



participants improving skills-monthly

↑ good direction

updated: 4/17/2006

**Objective Name**  
Customer Satisfaction Surveys - CSD

**Owner(s)**  
Mario Goderich Cathy Peel

**Initiatives Linked To Objective**

**Owner(s)**

**GrandParent Objectives**

**Parent Objectives**

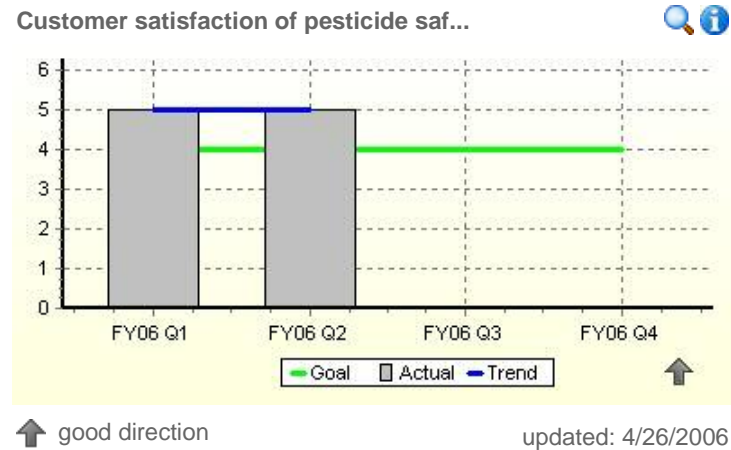
**Measures**  
Customer satisfaction of pesticide safety educational program attendees

**Owner(s)**  
Mario Goderich

**Performance Graph**

**Initiatives Linked To Measure**

**Owner(s)**



Child Measures Linked To Measure

ACTUAL	GOAL	DATE
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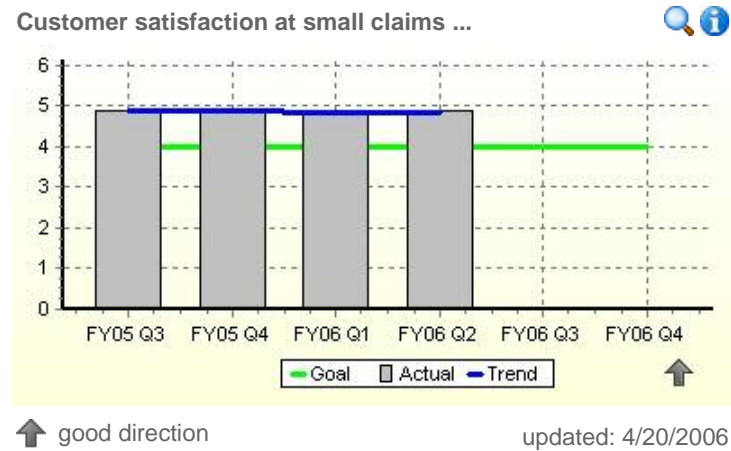
Customer satisfaction at small claims clinics

Leonard Elias Mario Goderich

**Performance Graph**

**Initiatives Linked To Measure**

**Owner(s)**



Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Customer satisfaction at small claims clinics-monthly	4.98	4.00	Apr 2006

Customer satisfaction of businesses and individuals obtaining licenses in person (Passenger Transportation Regulatory Division)

Mario Goderich Joe Mora

**Performance Graph**

**Initiatives Linked To Measure**

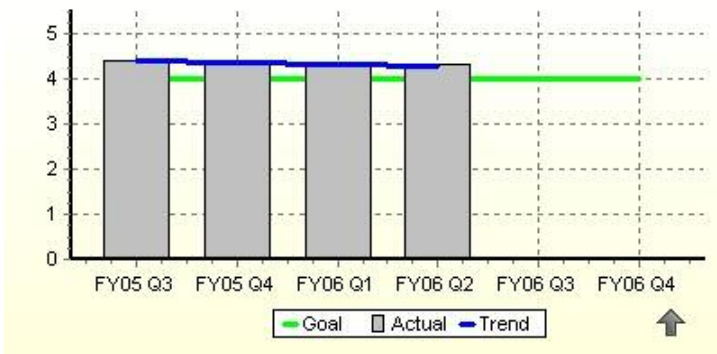
**Owner(s)**

Customer satisfaction of businesses an...

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Customer satisfaction of businesses and individuals obtaining licenses in person	5	4	Apr 2006

(Passenger Transportation  
Regulatory Division)-monthly



↑ good direction

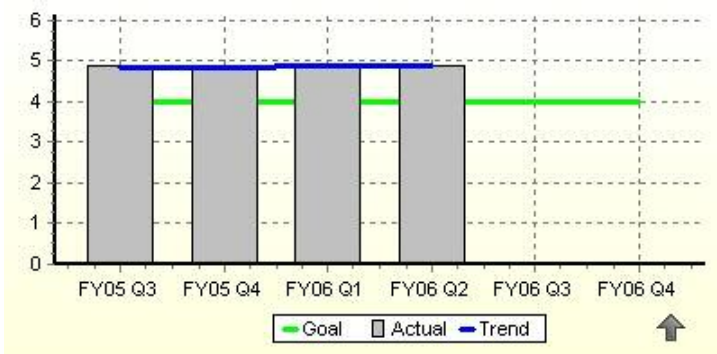
updated: 4/17/2006

Customer satisfaction of chauffeurs attending PTRD training classes

Mario Goderich Joe Mora

#### Performance Graph

A customer satisfaction rating of at ...



↑ good direction

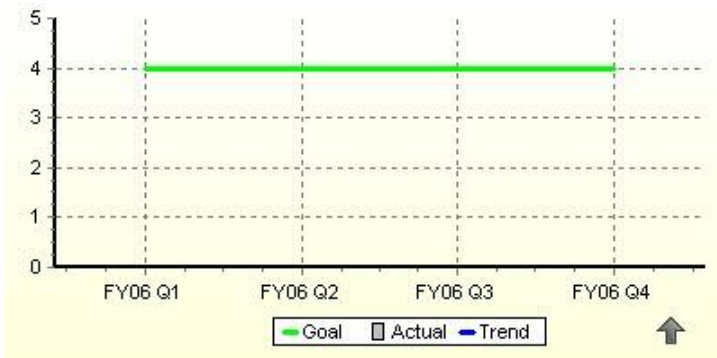
updated: 4/17/2006

Customer satisfaction of individuals using the for-hire inspection station

Mario Goderich

#### Performance Graph

Customer satisfaction of individuals u...



↑ good direction

updated: 4/17/2006

Customer satisfaction of businesses and individuals that apply for licenses in person (Consumer Protection Division)

Mario Goderich

#### Performance Graph

Customer satisfaction of businesses an...



#### Initiatives Linked To Measure

#### Owner(s)

#### Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Customer satisfaction of chauffeurs attending PTRD training classes-monthly	4.8	4.0	Apr 2006

#### Initiatives Linked To Measure

#### Owner(s)

#### Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Customer satisfaction of individuals using the for-hire inspection station-monthly	n/a	n/a	Apr 2006

#### Initiatives Linked To Measure

#### Owner(s)

#### Child Measures Linked To Measure

ACTUAL GOAL DATE



↑ good direction

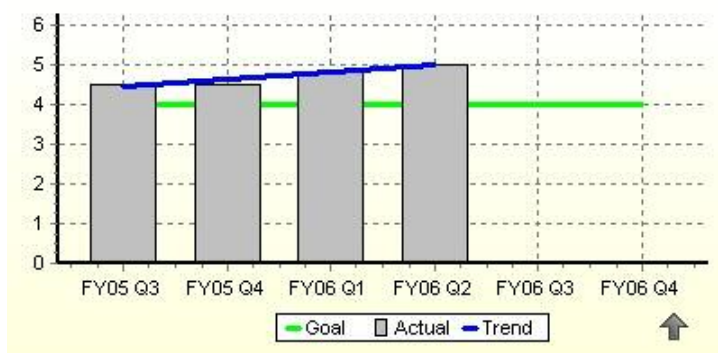
updated: 4/17/2006

Customer satisfaction of businesses and individuals that apply for licenses by mail (Consumer Protection Division)

### Performance Graph

### Initiatives Linked To Measure

### Customer satisfaction of businesses an...



↑ good direction

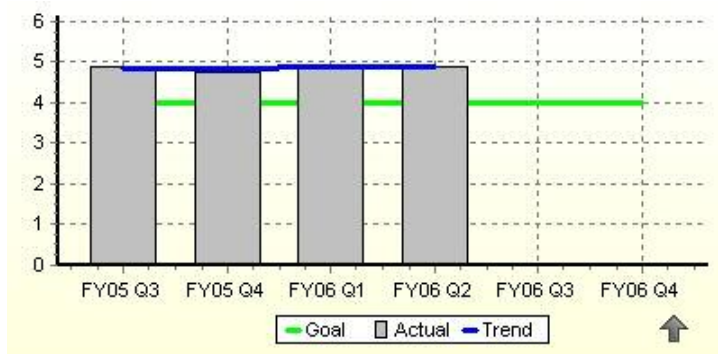
updated: 4/17/2006

Customer satisfaction of businesses that were inspected (Consumer Protection)

### Performance Graph

### Initiatives Linked To Measure

### Customer satisfaction of businesses th...



↑ good direction

updated: 4/17/2006

Customer satisfaction of individuals that file a complaint with the mediation center

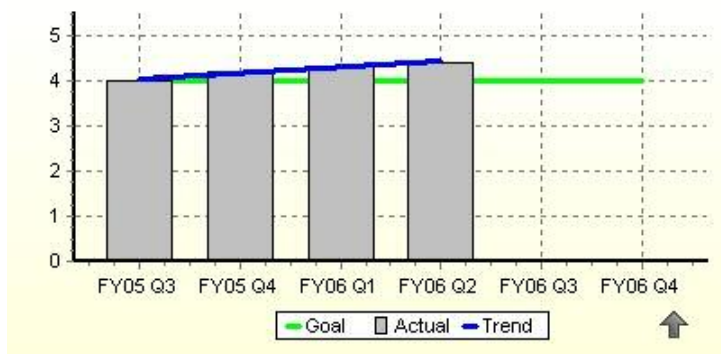
### Performance Graph

### Initiatives Linked To Measure

### Customer satisfaction of individuals t...







↑ good direction

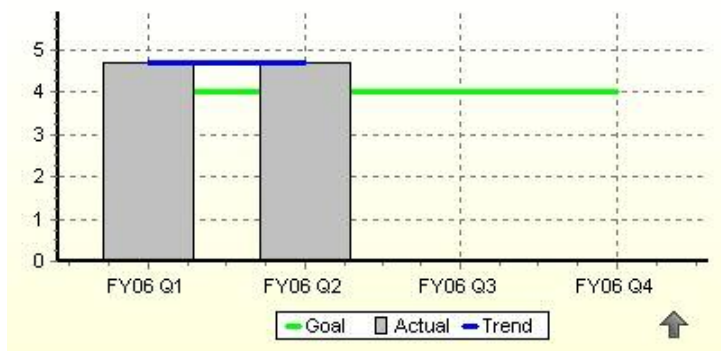
updated: 4/17/2006

Customer satisfaction of resource management educational program attendees

Mario Goderich

#### Performance Graph

#### Customer satisfaction of resource mana...



↑ good direction

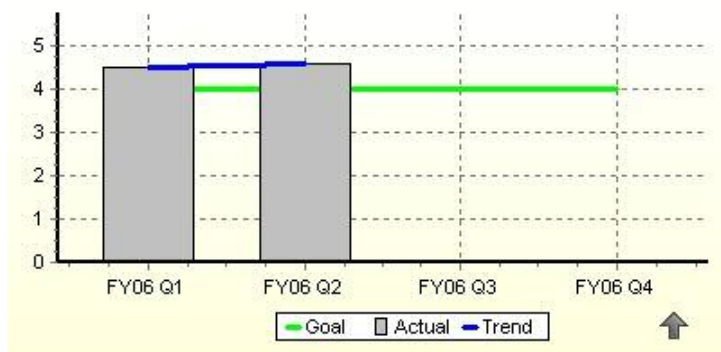
updated: 4/20/2006

Customer satisfaction of money management workshop attendees

Mario Goderich

#### Performance Graph

#### Customer satisfaction of money managem...



↑ good direction

updated: 4/17/2006

Customer satisfaction of production/crop protection techniques and ag. business practices workshop attendees

Mario Goderich

#### Performance Graph

#### Customer satisfaction of production/cr...



	ACTUAL	GOAL	DATE
Customer satisfaction of individuals that file a complaint with the mediation center-monthly	4.40	4.00	Apr 2006

↑ Customer satisfaction of individuals that file a complaint with the mediation center-monthly

#### Initiatives Linked To Measure

Owner(s)

#### Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Customer satisfaction of marine/resource management educational program attendees-monthly	4.40	4.00	Apr 2006

↑ Customer satisfaction of marine/resource management educational program attendees-monthly

#### Initiatives Linked To Measure

Owner(s)

#### Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Customer satisfaction of money management workshop attendees -monthly	0.00	4.00	Apr 2006

↓ Customer satisfaction of money management workshop attendees -monthly

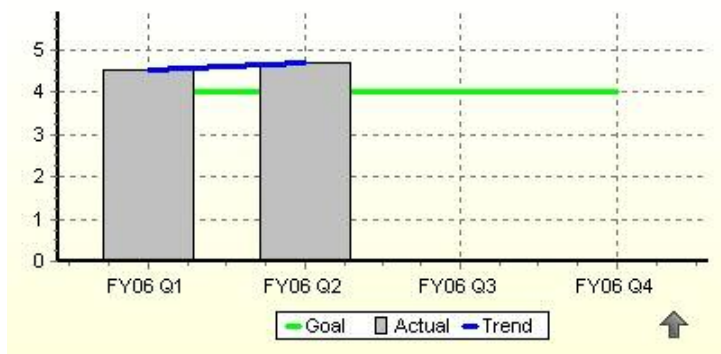
#### Initiatives Linked To Measure

Owner(s)

#### Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
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↑ good direction

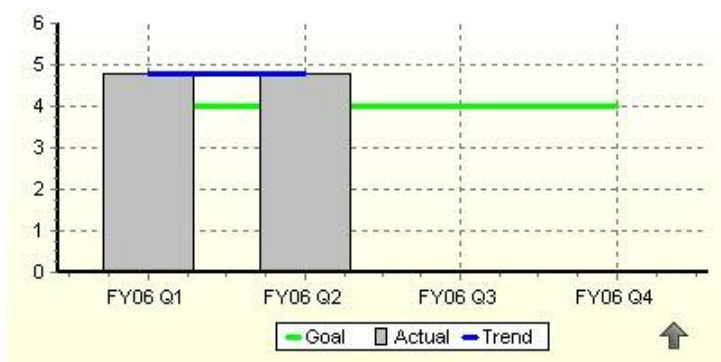
updated: 4/17/2006

Customer satisfaction of 4H leadership and life skills educational program attendees

Mario Goderich

#### Performance Graph

##### Customer satisfaction of 4H leadership...



↑ good direction

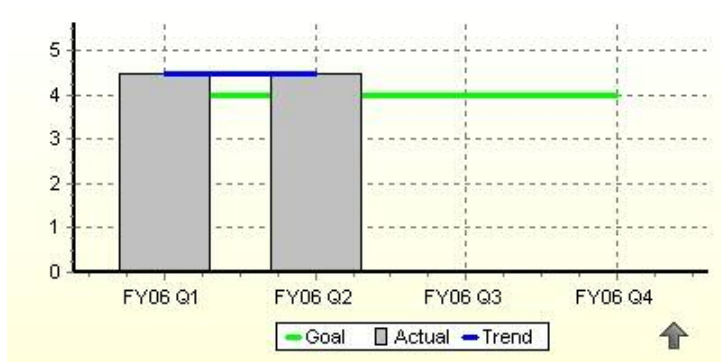
updated: 4/17/2006

Customer satisfaction of food safety and nutrition program attendees

Mario Goderich

#### Performance Graph

##### Customer satisfaction of food safety a...



↑ good direction

updated: 4/17/2006

Customer satisfaction of nutrition, health and food purchasing program attendees

Mario Goderich

#### Performance Graph

##### Customer satisfaction of nutrition, he...

Customer satisfaction of production/crop protection techniques and ag. business practices workshop attendees-monthly

4.68 4.00 Apr 2006

#### Initiatives Linked To Measure

#### Owner(s)

#### Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Customer satisfaction of 4H leadership and life skills educational program attendees-monthly	4.60	4.00	Apr 2006

#### Initiatives Linked To Measure

#### Owner(s)

#### Child Measures Linked To Measure

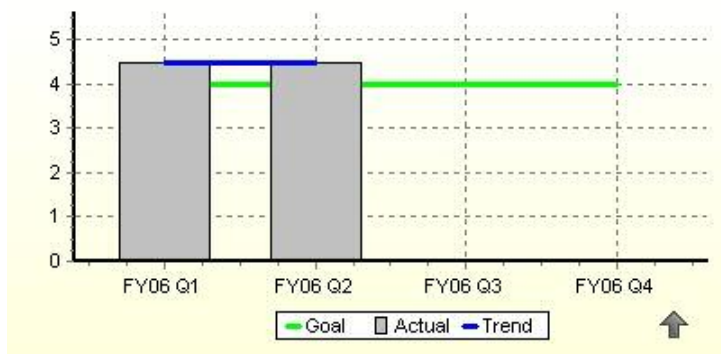
	ACTUAL	GOAL	DATE
Customer satisfaction of food safety and nutrition program attendees-monthly	0	4	Apr 2006

#### Initiatives Linked To Measure

#### Owner(s)

#### Child Measures Linked To Measure

ACTUAL	GOAL	DATE
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↑ good direction

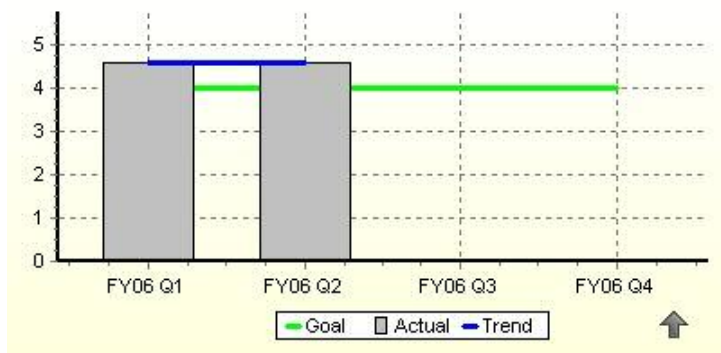
updated: 4/17/2006

Customer satisfaction of commercial and public landscape maintenance workshop attendees

Mario Goderich Don Pybas

#### Performance Graph

Customer satisfaction of commercial an...



↑ good direction

updated: 4/17/2006

Customer satisfaction of nutrition, health and food purchasing program attendees-monthly

5

4

Apr 2006

#### Initiatives Linked To Measure

#### Owner(s)

#### Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Customer satisfaction of commercial and public landscape maintenance workshop attendees-monthly	4.6	4.0	Apr 2006

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Parent Objectives

Measures

Plant selection and landscape maintenance trainees improving skills

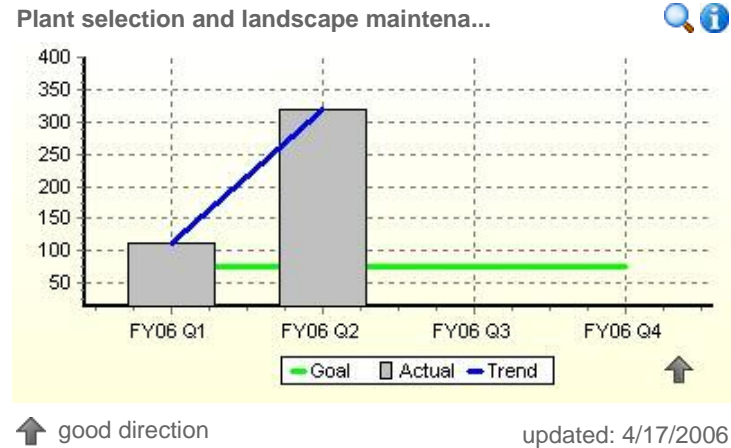
Owner(s)

Mario Goderich

Performance Graph

Initiatives Linked To Measure

Owner(s)



Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Commercial and public landscape maintenance trainees improving skills-monthly	26	n/a	Apr 2006

**Objective Name**  
ES 1.1 Responsiveness to customers - CSD

**Owner(s)**  
Mario Goderich David Leahy Joe Mora

**Initiatives Linked To Objective**  
Super Bowl Preparation

**Owner(s)**  
Mario Goderich Joe Mora

**GrandParent Objectives**

**Parent Objectives**

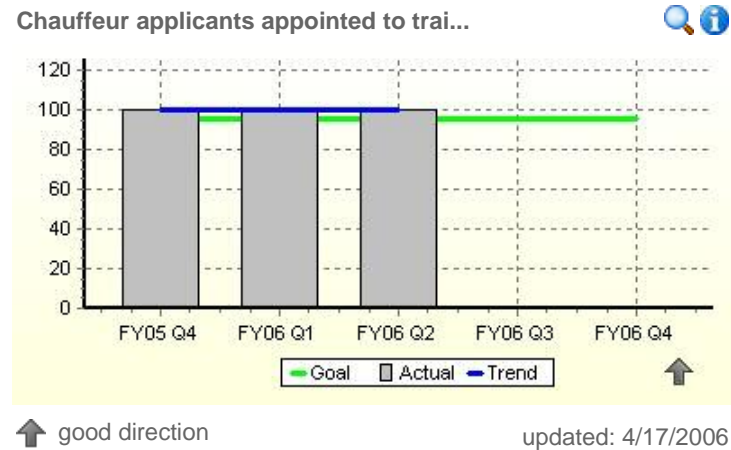
**Measures**  
Chauffeur applicants appointed to training class within 30 days

**Owner(s)**  
Mario Goderich

**Performance Graph**

**Initiatives Linked To Measure**

**Owner(s)**



Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE
Chauffeur applicants appointed to training class within 30 days-monthly	100	95	Apr 2006

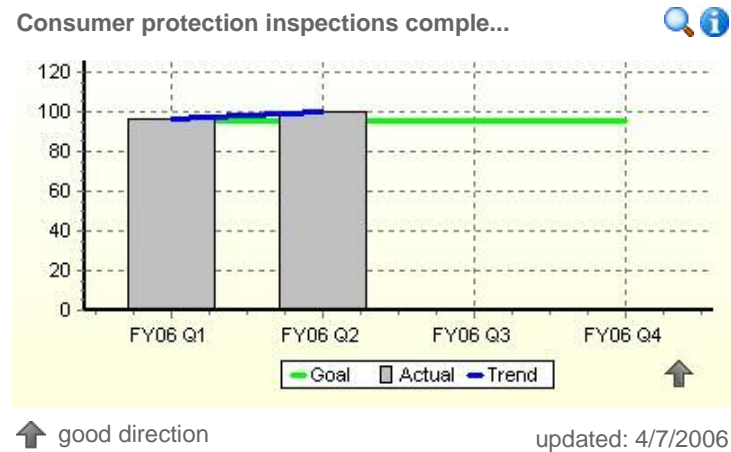
Consumer protection inspections completed within 10 days of referral from mediation

Mario Goderich

**Performance Graph**

**Initiatives Linked To Measure**

**Owner(s)**



Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE
Consumer protection inspections completed within 10 days of referral from mediation-monthly	100	n/a	Apr 2006

Cable/telecommunications complaint field investigations responded to within 1 business day

Mario Goderich

**Performance Graph**

**Initiatives Linked To Measure**

**Owner(s)**

Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE
Cable/telecommunications complaint field investigations	100 %	90 %	Apr 2006



responded to within 1 business day-monthly

↑ good direction

updated: 4/20/2006

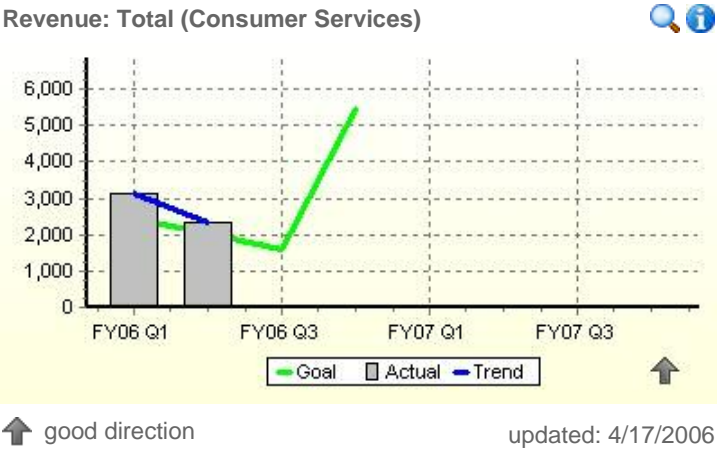
Financial

Objective Name	Owner(s)
Meet Budget Targets (Consumer Services)	Mario Goderich Cathy Peel

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
		(ES8.2) Planned necessary resources to meet current and future operating and capital needs (priority outcome)
		Parent Objectives
		(ES8.2.1) Meet Budget Targets

Measures	Owner(s)
Revenue: Total (Consumer Services)	Mario Goderich Cathy Peel
Total revenue in \$1,000s (from FAMIS)	

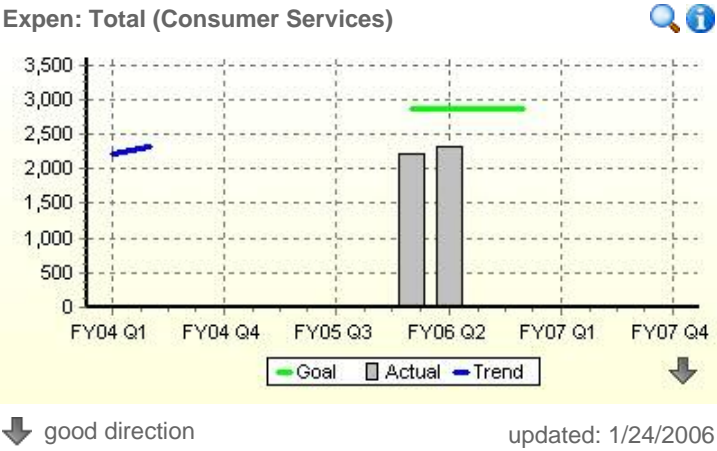
Performance Graph	Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure	ACTUAL	GOAL	DATE
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Expen: Total (Consumer Services)	Mario Goderich Cathy Peel
Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)	

Performance Graph	Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure	ACTUAL	GOAL	DATE
Expen: Personnel (Consumer Services)	\$1,864	\$1,945	FY06 Q2
Expen: Other Operating (Consumer Services)	\$454	\$918	FY06 Q2
Expen: Capital (Consumer Services)	\$6	\$15	FY06 Q2

Internal

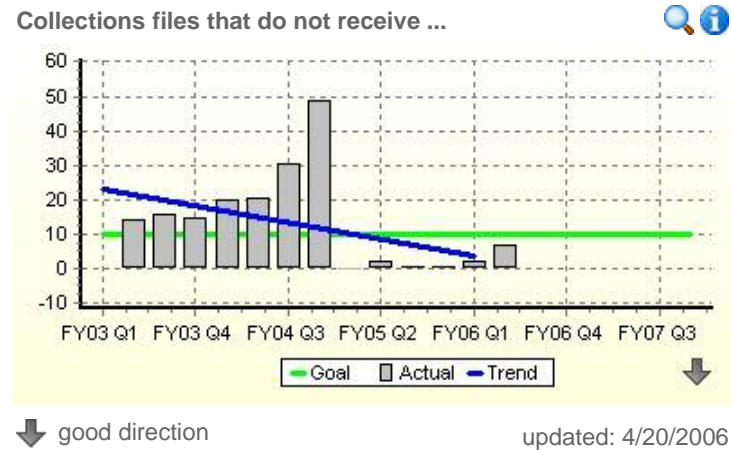
Objective Name	Owner(s)
ES 1.1 Licensing, chauffeur training, inspection, and collection standards - CSD	Mario Goderich David Leahy Joe Mora

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Parent Objectives

Measures	Owner(s)
Collections files that do not receive follow-up actions within 60 days (CSD)	Mario Goderich

Performance Graph

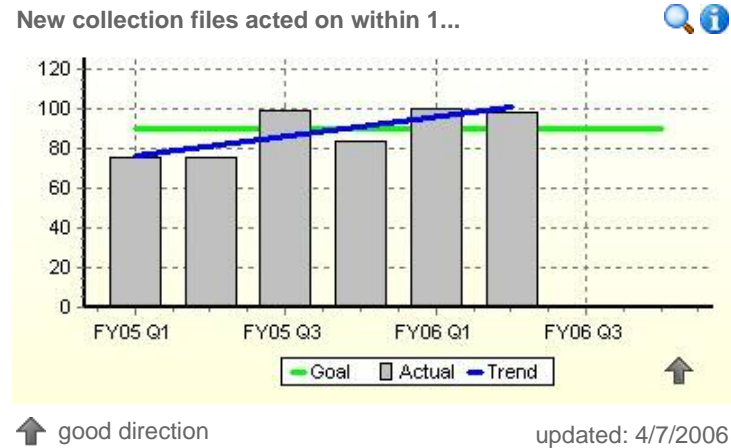


Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure	ACTUAL	GOAL	DATE
Collections files that do not receive follow-up actions within 60 days (CSD)-monthly	5	n/a	Apr 2006

New collection files acted on within 10 days of receipt	Mario Goderich
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Performance Graph



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure	ACTUAL	GOAL	DATE
New collection files acted on within 10 days of receipt-monthly	100	90	Apr 2006

Unlicensed motor vehicle repair, locksmith, moving and towing businesses re-inspected within 20 days of issuing a warning	Mario Goderich
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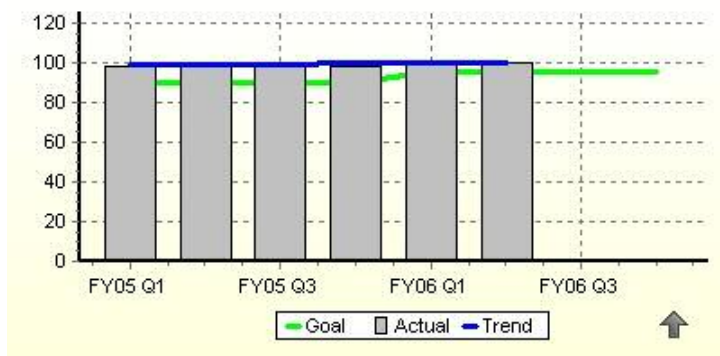
Performance Graph



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure	ACTUAL	GOAL	DATE
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↑ good direction

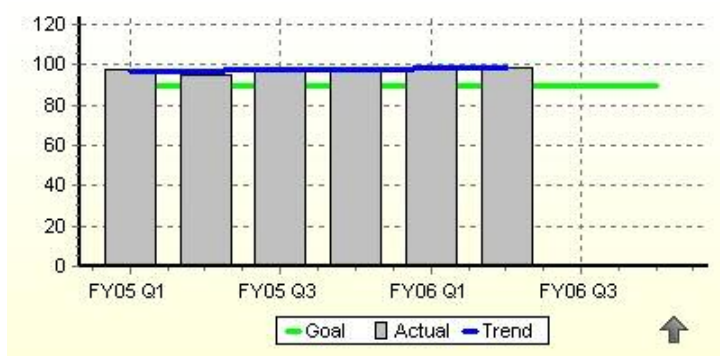
updated: 4/7/2006

Consumer protection inspections completed within 10 days of referral from licensing

Mario Goderich

#### Performance Graph

##### Consumer protection inspections comple...



↑ good direction

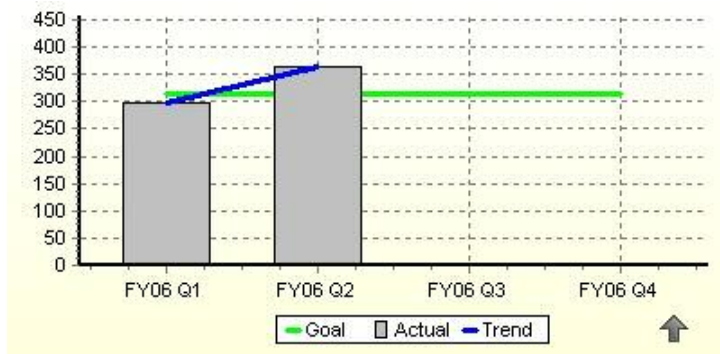
updated: 4/7/2006

Motor vehicle repair facilities inspected per enforcement officer per quarter

Mario Goderich

#### Performance Graph

##### Motor vehicle repair facilities inspec...



↑ good direction

updated: 4/7/2006

Locksmith and moving businesses inspected per quarter

Mario Goderich

#### Performance Graph

##### Locksmith and moving businesses inspec...

<div> <div></div> <div>Unlicensed motor vehicle repair, locksmith, moving and towing businesses re-inspected within 20 days of issuing a warning-monthly</div> </div>	100	95	Apr 2006
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#### Initiatives Linked To Measure

#### Owner(s)

#### Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
<div> <div></div> <div>Consumer protection inspections completed within 10 days of referral from licensing-monthly</div> </div>	97	90	Apr 2006

#### Initiatives Linked To Measure

#### Owner(s)

#### Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
<div> <div></div> <div>Motor vehicle repair facilities inspected per enforcement officer per month</div> </div>	118	105	Apr 2006

#### Initiatives Linked To Measure

#### Owner(s)

#### Child Measures Linked To Measure

ACTUAL	GOAL	DATE
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Locksmith and moving businesses inspected per month	27	n/a	Apr 2006
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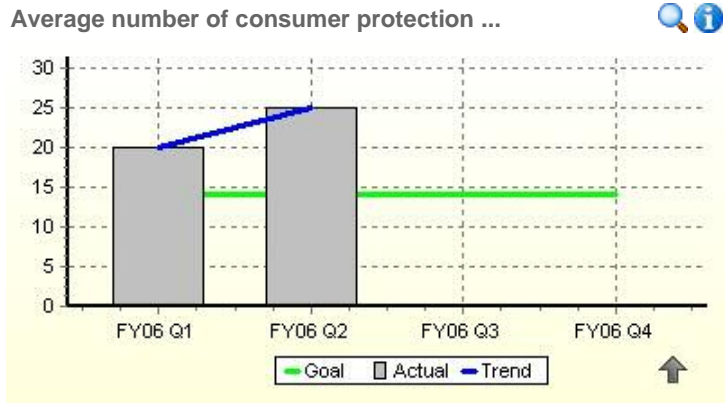


↑ good direction updated: 4/27/2006

Average number of consumer protection code provision inspections per enforcement officer per day

Mario Goderich

#### Performance Graph

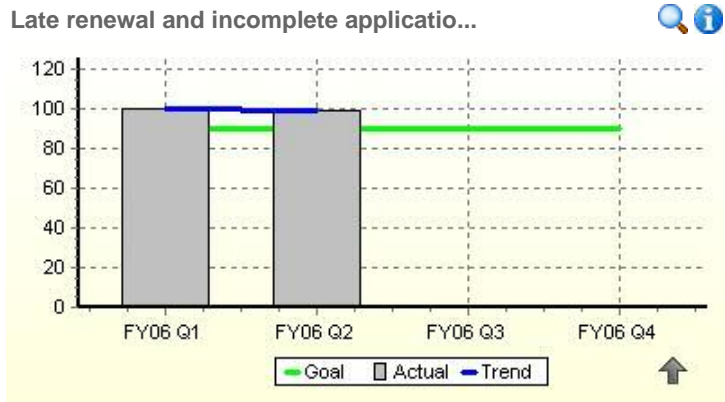


↑ good direction updated: 4/7/2006

Late renewal and incomplete application warnings within 20 days of a referral from the licensing section

Mario Goderich

#### Performance Graph



↑ good direction updated: 4/7/2006

Average number of cable inspections per quarter

Mario Goderich

#### Performance Graph

Average number of cable inspections pe...

#### Initiatives Linked To Measure

#### Owner(s)

#### Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Average number of consumer protection code provision inspections per enforcement officer per day -monthly	19	n/a	Apr 2006

#### Initiatives Linked To Measure

#### Owner(s)

#### Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Late renewal and incomplete application warnings within 20 days of a referral from the licensing section-monthly	100	90	Apr 2006

#### Initiatives Linked To Measure

#### Owner(s)

#### Child Measures Linked To Measure

ACTUAL	GOAL	DATE
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↑ good direction

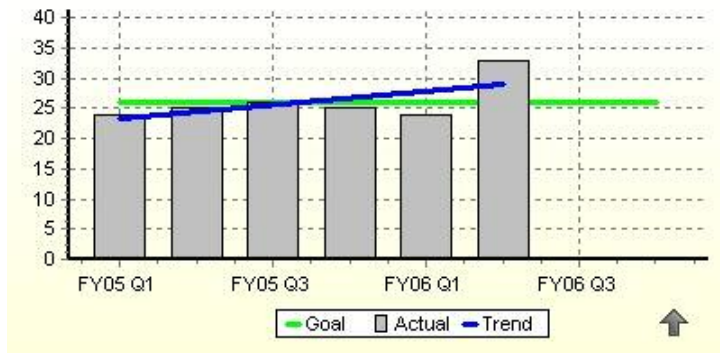
updated: 4/17/2006

Average number of for-hire vehicle and chauffeur field contacts per enforcement officer per day

Mario Goderich

#### Performance Graph

Average number of for-hire vehicle and...



↑ good direction

updated: 4/17/2006

▲ Average number of cable inspections per month

271

270

Apr 2006

#### Initiatives Linked To Measure

Owner(s)

#### Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
▲ Average number of for-hire vehicle and chauffeur field contacts per enforcement officer per day-monthly	32	26	Apr 2006

Objective Name	Owner(s)
CSD Enterprise Database Project	Mario Goderich Cathy Peel

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
Consumer Services Enterprise Database Project	Mario Goderich	

Parent Objectives

Measures	Owner(s)
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# Learning and Growth

Objective Name	Owner(s)
ED 2.3 Better informed employees	Mario Goderich Patrick Smilke

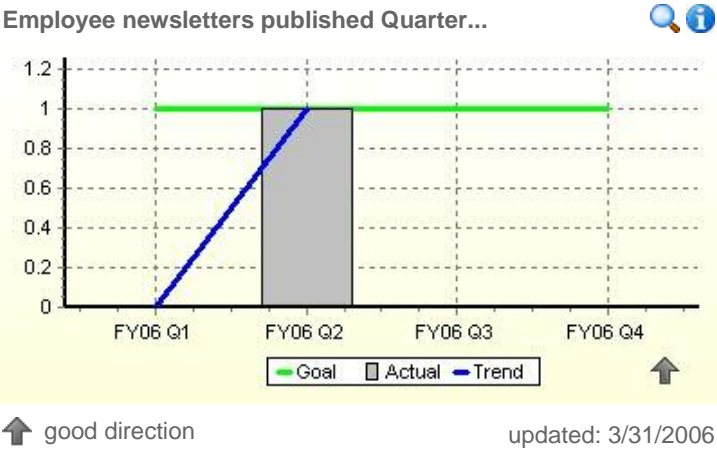
Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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## Parent Objectives

Measures	Owner(s)
Employee newsletters published Quarterly	Mario Goderich Patrick Smilke

## Performance Graph

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure	ACTUAL	GOAL	DATE
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